Answer Key

Unit 1: Introduction to the Tourism Industry

Session 1

A. Multiple Choice Questions

1. (d) 2. (c)
3. (d) 4. (d)
5. (b)

Session 2

A. Multiple Choice Questions

1. (a) 2. (b)
3. (c) 4. (d)
5. (b)

Session 3

A. Fill in the Blanks

1. Holiday destination 2. Travel industry
3. Guide services
4. Attraction, Accessibility, Accommodation, Amenities and Activities

Session 4

A. Multiple Choice Questions

1. (a) 2. (c)
3. (a) 4. (b)

Unit 2: Introduction to Hospitality Industry

Session 1

A. Fill in the blanks

1. Resort 2. Heritage hotel
3. Kerala and Kashmir 4. Japan
5. 17th

Session 2

A. Fill in the blanks

1. Star 2. Luxury
3. Heritage 4. HRACC
5. Budget

Session 3

A. Multiple Choice Questions

1. (c) 2. (b)
3. (d) 4. (b)

Session 4

A. Multiple Choice Questions
1. (d)   2. (a)
3. (c)   4. (d)
5. (c)   6. (c)

Unit 3: Customer Service

Session 1

A. Multiple Choice Questions
1. (d)   2. (d)
3. (a)   4. (b)

Session 2

A. Multiple Choice Questions
1. (a)   2. (a)
3. (a)   4. (a)

Session 3

A. Fill in the blanks
1. 1998   2. Foreign Direct Investment
3. Tourism   4. Movement
5. Kendriya Shilpgram

Session 4

A. Multiple Choice Questions
1. (d)   2. (a)
3. (a)   4. (a)
5. (a)

Unit 4: Prepare for Providing Customer Service

Session 1

A. Multiple Choice Questions
1. (a)   2. (d)
3. (d)   4. (a)
5 (a)

Answer Key

GLOSSARY

Airport transfer: *a transport service to and from an airport to hotel, etc., normally prepaid as part of a package tour, but available separately as well.*

Cabana Room: *a room attached to the swimming pool with one sofa-cum-bed which is especially for changing or resting for the swimmers.*

Catering: *The service of providing food and beverage to the customers and has a deep relation with the hotel and tourism industry.*

Concierge: *A hotel employee who provides additional advice, recommendations, and other services to the guests, such as restaurant reservations.*

CPV: *Consular Passport and Visa*

CRM: *Customer Relationship Management*

CRS: *Computer Reservation System*

Culinary Tourism: *It is defined as the pursuit of unique and memorable eating and drinking experiences. By combining travel with these edible experiences, culinary tourism offers both locals and tourists alike an authentic taste of place in our bountiful province.*

GDS: *Global Distribution System*

Immigrant: *a person who comes to live permanently in a foreign country.*

Itinerary: *complete and detailed plan of a journey*

IUOTO: *International Union of Official Tourism Organization*

Meet and Greet: *Pre-purchased services for meeting and greeting a client or group of clients upon arrival in a city, usually at the airport, pier, or railway station. Service may include assisting the client or group of clients with entrance formalities, collecting baggage, and obtaining transportation to the hotel*

MOT: *Ministry of Tourism*

NRI: *Non Resident Indians*

Pax: *It refers to the number of passengers.*

Pent House: *Accommodation, usually suits, located on the top floor of the hotel has adjustable roof and one can have full view of sky from a pent house.*

TAC: *Travel Agent Commission*

Transfer: *Local transportation, sometimes including porter age, as from one carrier terminal to another, from terminal to a hotel, or from a hotel to an attraction.*

Transit: *Process of changing planes without going through security and/or customs.*

Travel Insurance: *It is the insurance recommended for every tourist to save the tourist from any mishappening; generally medical and travel insurance is advised to the tourist.*

TSA: *Tourism Satellite Accounting*

UNWTO: *United Nation World Tourism Organization*

VFRS: *Visiting friends and relatives*

GLOSSARY

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Fig. 1.2, 1.6, 1.7 (inset), 1.11, 1.12, 1.15, 1.16, 1.23, 1.24, 2.1, 2.3, 2.4, 2.6(a), 2.6(b), 2.7, 2.9, 2.10, 2.11, 3.1, 3.2

Kat Eschner (Smithsonian Magazine)
Fig. 2.5

National Gallery of Modern Art, New Delhi, India.
Fig. 1.22

***Bulbul, Baya aur Unke Dost* (2009), NCERT**
Fig. 1.7,

Shveta Uppal
Fig. 1.3, 1.18, 1.20, 1.21, 1.28, 1.29, 1.30, 4.1, 4.2, 4.3, 4.4

Ankeeta Bezboruah
Fig. 1.19

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